



ALVA'S COLLEGE (Autonomous)

(Accredited by NAAC with 'A' Grade)

[A Unit of Alva's Education Foundation (R)]

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WELLNESS CENTRE POLICY AND STANDARD OPERATING PROCEDURE (SOP)

(Platform for Seeking Help)

1. Purpose

The Wellness Centre is established to promote the mental, emotional, psychological, and social well-being of students, faculty, and staff by providing a safe, confidential, and supportive platform for seeking help. The Centre aims to foster a healthy campus environment through professional counselling, guidance, wellness initiatives, and awareness programmes.

2. Scope

This Policy and Standard Operating Procedure (SOP) shall apply to:

- Students
- Faculty Members
- Non-Teaching Staff
- Research Scholars

3. Objectives

The Wellness Centre shall:

1. Provide a confidential platform for seeking help.
2. Offer professional counselling and emotional support.
3. Promote positive mental health and emotional well-being.
4. Assist individuals in managing stress, anxiety, depression, academic and workplace challenges.
5. Conduct awareness programmes on mental health and wellness.
6. Promote healthy lifestyles through yoga, meditation, life skills, and resilience-building activities.
7. Facilitate referral to qualified healthcare professionals whenever specialized intervention is required.
8. Develop a safe, inclusive, and supportive campus environment.

4. Policy Statement

The Institution is committed to promoting the overall well-being of its students and staff by providing accessible, confidential, and professional counselling services through the Wellness Centre.

The Institution shall ensure:

- Equal opportunity to access counselling services.
- Strict confidentiality of counselling records.
- Respect for dignity, privacy, and diversity.
- Ethical and non-discriminatory counselling practices.
- Timely referral to specialized healthcare professionals whenever necessary.

5. Services Offered

The Wellness Centre may provide:

- Individual and Group counselling
- Academic stress management
- Emotional , Crisis intervention and psychological support
- Career-related counselling
- Relationship and interpersonal guidance
- Referral to psychologists, psychiatrists, or healthcare providers
- Yoga and meditation sessions
- Life skills, Mental health awareness and resilience-building programmes

6. Roles and Responsibilities

Principal

- Provide administrative support.
- Approve policies and wellness programmes.
- Ensure availability of necessary resources.
- Review the functioning of the Wellness Centre.

Wellness Centre Coordinator

- Coordinate all Wellness Centre activities.
- Receive counselling requests.
- Schedule counselling appointments.
- Organize awareness programmes.
- Maintain institutional records.
- Submit periodic reports to the Principal.

Counsellor

- Provide professional counselling services.
- Maintain confidentiality.
- Assess counselling needs.
- Conduct individual and group counselling.
- Recommend referrals whenever required.
- Conduct preventive and developmental programmes.

Faculty Mentors / Heads of Departments

- Identify students requiring support.
- Encourage students to seek professional help.
- Refer students to the Wellness Centre whenever necessary.

Students

- Seek counselling whenever required.
- Respect confidentiality.
- Participate in wellness programmes.
- Support peers in accessing available services.

7. Standard Operating Procedure (SOP)**7.1 Accessing the Wellness Centre**

Students, faculty, and staff may seek counselling through:

- Walk-in visits
- Email requests
- Telephone
- Self-referral
- Referral by Faculty Mentor, HoD, or other authorized personnel

Emergency cases shall receive priority attention.

7.2 Registration and Appointment

1. The individual submits a counselling request.
2. The Wellness Centre Coordinator records the request.
3. A counselling appointment is scheduled.
4. A unique appointment number may be assigned for record purposes.

7.3 Counselling Procedure**Step 1 – Initial Assessment**

The Counsellor shall:

- Welcome the individual.
- Explain confidentiality.
- Understand the nature of the concern.
- Assess urgency and counselling needs.

Step 2 – Counselling Session

The Counsellor shall provide guidance related to:

- Academic stress
- Emotional concerns
- Anxiety
- Family-related issues
- Career concerns
- Relationship issues
- Workplace stress
- Personal challenges

Step 3 – Action Plan

Based on the assessment, the Counsellor may:

- Provide counselling and guidance.
- Schedule follow-up sessions.
- Recommend participation in wellness programmes.
- Refer the individual for specialized professional support whenever required.

7.4 Emergency Cases

Emergency situations may include:

- Risk of self-harm
- Suicidal thoughts
- Severe emotional distress
- Medical emergencies

In such cases, the Institution shall:

1. Inform the Principal immediately.
2. Contact emergency medical services or an appropriate healthcare institution, if required.
3. Inform parents/guardians of students wherever appropriate and in accordance with institutional policy and applicable laws.
4. Maintain appropriate documentation.

7.5 Referral Procedure

Cases requiring specialized intervention shall be referred to qualified professionals such as:

- Clinical Psychologist
- Psychiatrist
- Government Hospital
- Approved Healthcare Institution

The referral process shall be undertaken while maintaining confidentiality and obtaining consent wherever applicable.

7.6 Follow-up

The Counsellor shall:

- Conduct follow-up sessions wherever required.
- Monitor progress.
- Recommend additional support if necessary.
- Close the case upon satisfactory resolution.

8. Working Hours

Counselling services shall be provided during the schedule approved by the Institution or as mutually agreed with the Counsellor. Emergency counselling shall be facilitated whenever required.

9. Confidentiality

The Wellness Centre shall maintain strict confidentiality regarding counselling sessions. Information shall not be disclosed except:

- With the informed consent of the individual.
- When required under applicable law.
- To prevent serious harm to the individual or others.
- During medical emergencies requiring immediate intervention.

10. Record Maintenance

The Wellness Centre shall maintain:

- Appointment Register
- Counselling Register
- Referral Register
- Committee Meeting Minutes
- Activity Reports
- Attendance Records
- Feedback Forms
- Annual Wellness Report

All records shall be maintained securely and confidentially.

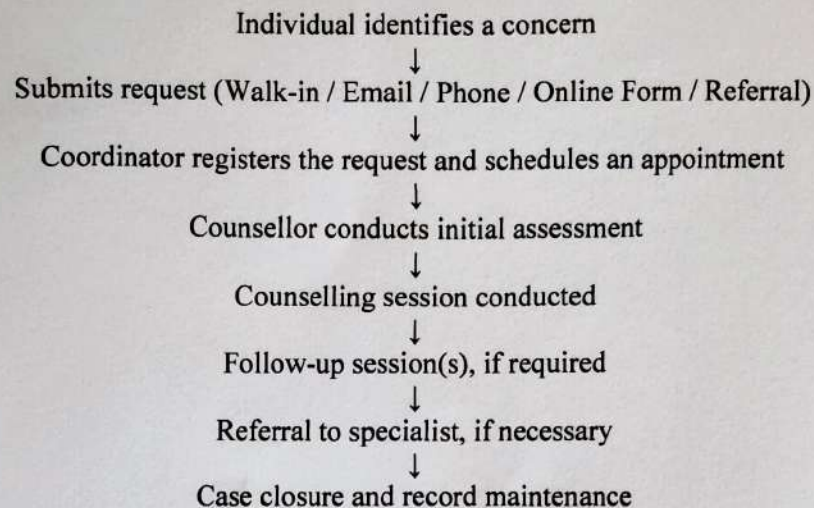
11. Wellness Activities

The Wellness Centre shall organize activities including:

- Mental Health Awareness Programmes
- Stress Management Workshops
- Yoga and Meditation Sessions
- Life Skills Development

- Emotional Intelligence Workshops
- Happiness and Mindfulness Programmes
- Substance Abuse Prevention
- Suicide Prevention Awareness
- International Day of Yoga
- World Mental Health Day

12. Flow of Counselling Process



13. Monitoring and Review

The Wellness Centre Committee shall periodically review:

- Counselling services provided.
- Number of beneficiaries.
- Awareness programmes conducted.
- Feedback received.
- Compliance with institutional and regulatory requirements.

This Policy and SOP shall be reviewed annually or whenever required.

14. Code of Ethics

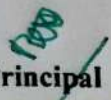
The Wellness Centre shall:

- Respect dignity and diversity.
- Maintain confidentiality.
- Provide unbiased and non-discriminatory services.

- Protect individual privacy.
- Promote ethical counselling practices.

15. Approval

This Wellness Centre Policy and Standard Operating Procedure (SOP) is approved by the Principal and shall come into effect from 10/07/2026.


Principal
Principal
Alva's College (Autonomous)
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